
Opening the Meeting

The Chair welcomed attendees and reported apologies. No new conflicts of interest were declared.

The Board approved the Debt Relief Order business case which had been recommended by the FinCom.

The Board reviewed its action log from previous meetings.

CEO's Report

The CEO addressed the Corporate Planning, Organisation and People, Delivering for Customers, Creating a Movement, and Horizon Scanning.

MI Report

The Board received and noted the MI pack.

Corporate Strategy Update

The interim Director of Corporate Planning reported that the final document would be ready for sign-off in late May or early June.

2021-22 Business Plan

The Executive introduced the Business Plan for the coming year which set out how MaPS statutory objectives and functions linked to the strategic and corporate priorities, and how the framework outlined within it would feed into delivering on the UK financial wellbeing national goals.

The Board approved the Business Plan.

Consumer Delivery Strategy

The Board received the strategy for the delivery of a Debts and Pensions Guidance service suitable as a society-wide product, and a more targeted money guidance service to reach both the least financially resilient, and those facing events where guidance might have a real impact.

The Board discussed the alignment, and speed of delivery for proposals around the insourcing of some activities as against external fulfilment of regulated activity such as debt advice and acknowledged the potential risk to customers from the current HGS supported model.

Debt Recommissioning Strategy

The Board received the proposed strategy to ensure that commissioned services were aligned with the 'Better Debt Advice' goal and provided value for money for levy payers.



It was highlighted that MaPS' funded approximately one third of the debt advice sessions undertaken in England each year at a cost of just under £50m, and that with MaPS' existing debt agreements having been in place for a number of years, a recommissioning exercise was now due but had been deferred for 12 months by the Board in July 2020.

The Board agreed to commence a full debt recommissioning exercise, including a move to use of contracts for services from 1st April 2022 subject to written support being received from the DWP/HMT.

EDI Strategic Objectives

The Chair introduced a set of three documents, including Equality Information and Gender Pay Gap reporting, and the Equality Strategic Objectives which would constitute the complete suite of reports required by the Public Sector Equality Duty (PSED).

The Board approved the reports and objectives.

NomCo Update

The Chair reported on work to appoint an additional NED.

In light of recent discussions with ministers around the possible use of 5 year terms for Non-Executive Directors, the Board reflected both on its current composition, and each member's remaining term.

Objectives 2021-22

The Board approved the suite of papers outlining the 2021-22 Corporate Objectives, together with those for the Non-Executive Directors, and the CEO.

Annual Review of Matters and Policies Reserved to the Board

The Board reviewed the updated list of matters and policies reserved to the Board which, once approved, would form an Appendix to the Board terms of reference, and be reviewed on an annual basis.

With no other business, the meeting was closed at 16.00.

